

## Billing Inquiries

**300 W. Cotton St.** | [Click here for map](#) [1]

Your City of Longview monthly utility bill includes water, wastewater (sewer), sanitation (garbage) services, plus monthly fuel charge and applicable garbage tax. Water Utilities has three (3) billing cycles. Where you live determines the date your meter is read, the date your bill is mailed and date your payment is due. The first number in your account number indicates which cycle your account is in.

- *Cycle 1* bill mailed on the 10th of each month, due date is the 1st of each month
- *Cycle 2* bill mailed on the 20th of each month, due date is the 10th of each month
- *Cycle 3* bill mailed on the 30th of each month, due date is the 20th of each month

### Metering of Drinking Water

To ensure that our customers are charged fairly, the City of Longview uses meters to measure water consumption. We routinely replace meters every 15 years to ensure their accuracy. Your meter is read monthly by a trained meter reader who uses a handheld computer. The computer will reject any unusual reading that is out of your normal usage pattern. This feature ensures that meters are read accurately with a small degree of variance. After the information on the handheld computer is entered into our computer billing system where the meter reading is checked against narrower standards of your historical use (this is called pre-bill audit). If the reading appears too high or too low, another meter reading will be taken before your bill is prepared. Even though we strive for perfection, on rare occasions a meter will be misread. If you ever have a question about your meter reading or your water bill, please call us.

### Estimating of Wastewater Usage (Residential customers)

Because it is not cost effective to meter wastewater use, the City of Longview estimates the consumption. To estimate wastewater use, the City uses your winter months average (the average of your water billed in December, January and February). This is thought to be the best time to average because customers water their lawns less in the winter.

### Wastewater Usage (Non-residential)

For non-residential utility customers with wastewater (sewer) services, the monthly sewer charge is based on the month's water consumption.

### Garbage Collection

Your utility bill includes City charges for sanitation (garbage collection), monthly fuel charge, and tax. The Sanitation Department charges for the removal of garbage, rubbish, brush and bulky items, etc. State law allows taxation on the sanitation fee.

[How to Calculate Your Utility Bill](#) [2]

[Rates for Utilities - Water, Sewer, Sanitation](#) [3]

[Fees for Water Account](#) [4]

**For more information call: 903-237-1030**

| [Contact Us](#) [5]

**Source URL:** <http://water.longviewtexas.gov/billing-inquiries>

**Links:**

- [1] [http://maps.google.com/maps?f=q&source=s\\_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16](http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16)
- [2] <http://water.longviewtexas.gov/how-to-calculate-utility-bill>
- [3] <http://water.longviewtexas.gov/rates-for-utilities>
- [4] <http://water.longviewtexas.gov/fees-for-water>
- [5] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>